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Date: 4th April 2019
Your
reference: 1-4859739895
Our
reference: KS679074834GB
Track
reference: 04002_1659003030<2702>_S1351-PK675/1 B

Website: royalmail.com
Phone: 03457 740 740
Textphone (for people who are deaf or
hard of hearing): 03456 000 606



Mrs Helen Lamb
Viamed Ltd
15 Station Road
Cross Hills
KEIGHLEY
BD20 7DT



Dear Mrs Lamb

Thank you for contacting Royal Mail.

I'm really sorry you've recently had cause to complain about one of our services. We've logged and investigated this against the reference number at the top of this letter; it starts with 1-.

Having reviewed the evidence submitted, I can see we've let you down on this occasion and I apologise for that.

Please accept the enclosed cheque as full payment for this service failure, in line with the conditions of the product used.

This now closes your enquiry. However, please be assured we will use the information you've provided to improve our services going forward.

Yours sincerely

Royal Mail Customer Services

Enclosed: Cheque for £35.22 payable to Viamed Ltd

This outcome has been reached in line with Royal Mail's Terms and Conditions of posting. Full details of these can be found by visiting royalmail.com/termsandconditions. If you feel we have acted outside of these terms and conditions, you can write to us at Escalated Customer Resolution Team, Royal Mail, PO Box 466, Plymouth, PL9 7HJ.



REMITTANCE ADVICE

Royal Mail Group Ltd, Payment Processing Team
Stone Hill Road, Farnworth BOLTON BL4 9XX

Date 4 Apr 19

YOUR REF.	AMOUNT
1-4859739895	35.22



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Registered number 4138203. Registered Office at 100 Victoria Embankment London EC4Y 0HQ.

04002_1659003030<2704>_S1352-PK675/2L

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RMCQ01



REMITTANCE ADVICE

Royal Mail Group Ltd, Payment Processing Team
Stone Hill Road, Farnworth BOLTON BL4 9XX

Date 15 Apr 19

YOUR REF.	AMOUNT
1-4859686195	15.03



Royal Mail is a trading name of Royal Mail Group Ltd. Registered in England and Wales.
Registered number 4138203. Registered Office at 100 Victoria Embankment London EC4Y 0HQ.

04002_1661995030<1536>_S768-PK384/2L

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RMQQ01



Date: 13 April 2019
Your
reference: 1-4859686195
Our
reference: KS679074468GB
Track
reference: 04002_1661995030<1534>_S767-PK384/1 B

Mrs Helen Lamb
Viamed Ltd
15 Station Road
Cross Hills
KEIGHLEY
BD20 7DT



Business Customer Service Centre
PO Box 740
PLYMOUTH
PL9 7YB
Website: www.royalmail.com
Phone: *08457 950 950
Textphone (for people who are deaf or
hard of hearing): 03456 000 606

Dear Mrs Lamb

Further to your contact with Royal Mail regarding an item of mail sent to Prince Philip Hosptial.

I enclose a £15.03 cheque as a refund of the postage fee paid and compensation for your loss.

I hope that you are satisfied the action I have taken concludes this matter; however, if you do need to contact us again, please quote our reference number shown at the top of this letter.

Yours sincerely

Marcella Vallance

Marcella Vallance
Customer Service Advisor

Enclosed: £15.03 cheque payable to Viamed Ltd

